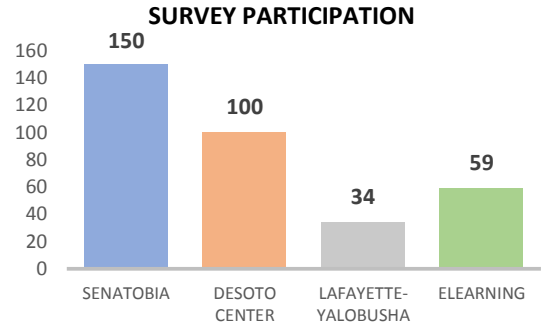


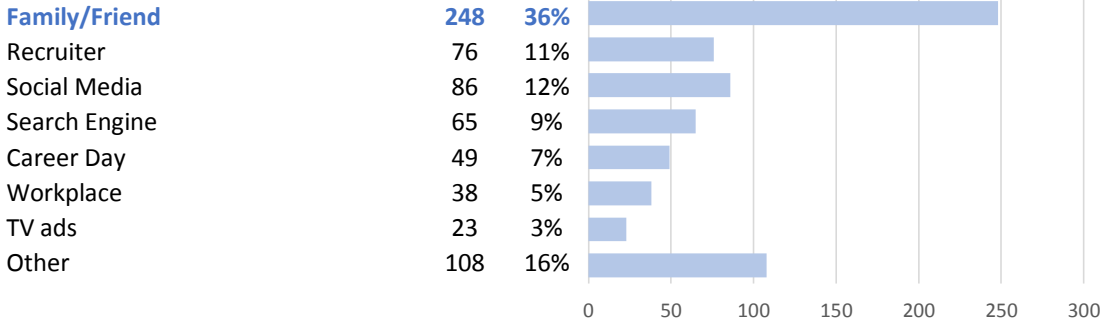
NORTHWEST

STUDENT SATISFACTION SURVEY RESULTS

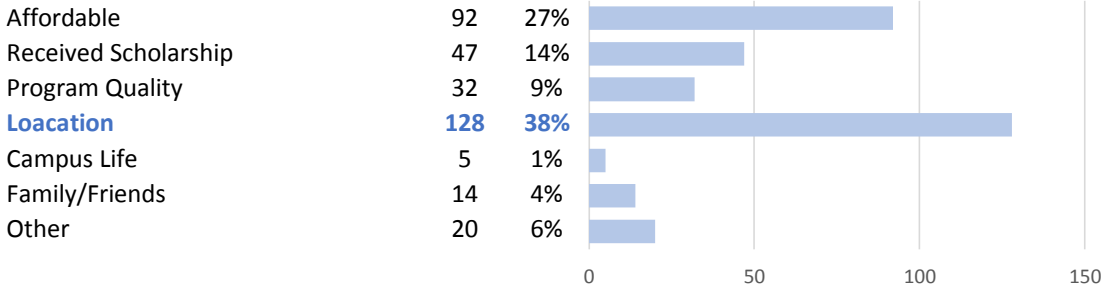
A total of 343 students participated in the NWCC Student Satisfaction Survey. Percentages were computed based on the number of student responses per question.



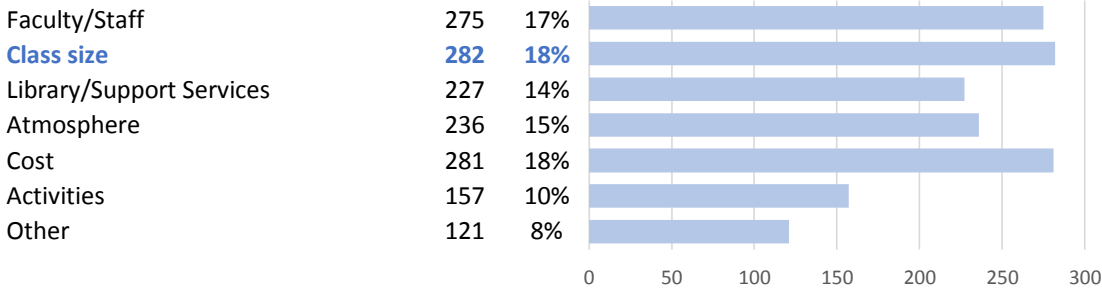
Did you hear about Northwest from any of the following? (check all that apply)



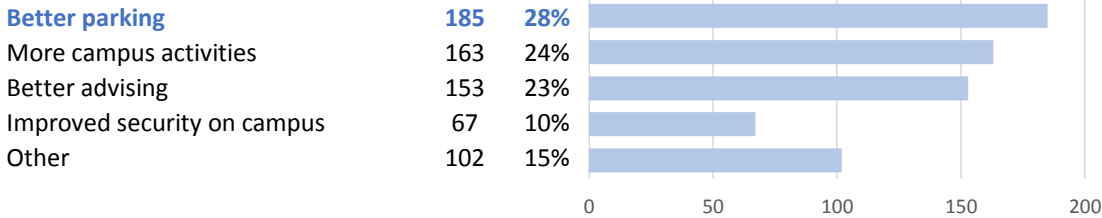
What is the main reason you chose Northwest?



Do you like the following about Northwest? (check all that apply)



What improvements would you like to see made at Northwest? (check all that apply)



	YES	NO	
The College facilities are well maintained.	311	23	YES, 93% NO, 7%
NWCC's computer resources and available software are adequate to meet my needs.	318	17	YES, 95% NO, 5%
I had access to instruction in the use of the library and learning resoures.	319	13	YES, 96% NO, 4%
I felt the environment at NWCC was healthy, safe, and secure.	317	17	YES, 95% NO, 5%

Did you take an online class? YES: 145 NO: 188

YES, 44% NO, 56%

	STRONGLY AGREE (1)		AGREE (2)		NEITHER AGREE OR DISAGREE (3)		DISAGREE (4)		STRONGLY DISAGREE (5)		AVERAGE
	#	%	#	%	#	%	#	%	#	%	
I was satisfied with the services provided by the eLearning Department.	81	57%	38	27%	15	10%	5	3%	4	3%	4.31
The eLearning Department staff was accessible and helpful in answering questions.	68	51%	41	31%	18	13%	4	3%	3	2%	4.25
The proctoring services provided by the eLearning Department were adequate to meet my needs.	65	48%	53	39%	12	9%	6	4%	0	0%	4.36

If used, rate the quality of services.	EXCELLENT		FAIR		POOR	
	#	%	#	%	#	%
ADA Services	23	56%	17	41%	1	2%
Academic Support, including tutoring	56	55%	40	40%	5	5%
Bookstore	205	65%	101	32%	11	3%
Business Office	192	66%	87	30%	14	5%
Campus Police	132	57%	75	32%	26	11%
Career Center	56	60%	34	37%	3	3%
Financial Aid	155	53%	90	31%	46	16%
Help Desk	118	65%	49	27%	14	8%
Library/Learning Resources	186	69%	79	29%	5	2%
Post Office	37	57%	25	38%	3	5%
Student Activities and Intramurals/Recreation	51	54%	33	35%	11	12%
Student Publications	54	61%	31	35%	4	4%

I would recommend Northwest to a prospective student. YES: 308 NO: 24

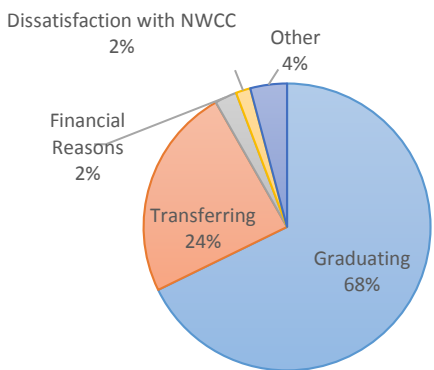
Overall, I am satisfied with the quality of education I have received at Northwest. YES: 309 NO: 23

YES, 93% NO, 7%

I will be returning to NWCC in the fall. YES: 212 NO: 122

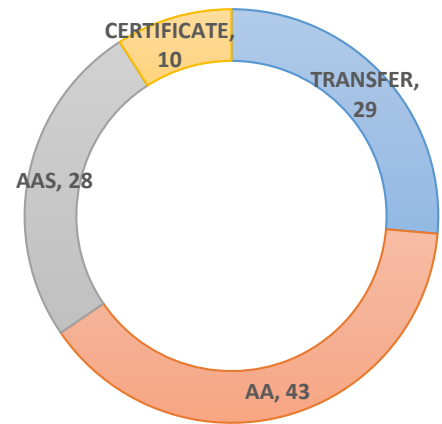
If you are not returning, please indicate why:

Graduating 82
 Transferring 29
 Financial Reasons 3
 Military 0
 Work 0
 Dissatisfaction with NWCC 2
 Other 5



Questions for students indicating they were either graduating or transferring.

	TRANSFER	AA	AAS	CERT.	TOTAL
What was your primary objective while attending NWCC?					
Graduate with an associate degree or certificate	2	30	20	9	61
Obtain skills for job	0	0	6	1	7
Take courses to transfer to senior college	22	11	0	0	33
Enhance skills for better job promotion	1	0	1	0	2
Improve self	3	2	1	0	6



Did you accomplish your objective while attending NWCC?

YES	24	43	28	10	105	YES, 96%	NO, 4%
NO	4	0	0	0	4		

Were you satisfied with the quality of instruction you received at NWCC?

YES	24	41	26	10	101	YES, 93%	NO, 7%
NO	4	2	2	0	8		

Did NWCC have adequate physical resources for your program?

YES	24	37	25	9	95	YES, 87%	NO, 13%
NO	4	6	3	1	14		

Did the use of technology in your program enhance your learning?

YES	24	37	28	7	96	YES, 88%	NO, 12%
NO	4	6	0	3	13		

On a scale from 1 (not improved) to 10 (very improved), how well do you believe NWCC improved your knowledge in:

	TRANSFER		AA		AAS		CERTIFICATE		OVERALL	
	AVG	STDEV	AVG	STDEV	AVG	STDEV	AVG	STDEV	AVG	STDEV
Effective writing skills	7.11	3.17	6.90	3.25	7.88	3.12	7.29	4.58	7.13	2.69
Effective speaking skills	6.71	3.17	7.21	3.20	7.70	2.97	9.00	4.16	7.46	2.64
Knowledge in literature, humanities, and/or the arts	7.15	3.19	7.26	3.90	7.60	3.38	8.38	3.92	7.51	2.71
Knowledge in the social and behavioral sciences	7.11	3.34	7.10	2.99	7.60	3.38	7.25	4.29	7.39	2.65
A mastery of the fundamental concepts of science	6.37	3.47	7.42	3.22	6.92	3.25	8.25	3.98	7.26	2.69
Development of mathematical abilities	7.07	3.34	7.87	3.42	7.30	3.19	9.00	4.79	7.60	2.78
The ability to apply basic computer skills.	7.35	3.81	7.86	3.73	8.15	3.08	8.17	4.53	7.81	2.88